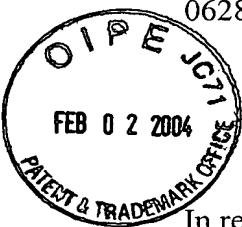


2-5-04

2743  
2666  
#5  
PATENT 2-18-04  
P2

ATTORNEY DOCKET NUMBER  
062891.0407



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED

FEB 09 2004

Technology Center 2600

In re Application of: Christopher E. Pearce, et al.  
Serial No.: 09/579,002  
Filing Date: May 25, 2000  
Group Art Unit: 2743  
Title: SYSTEM AND METHOD FOR PROVIDING SHARED  
LATER APPEARANCES IN A DISTRIBUTED CALL  
HANDLING NETWORK



Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

CERTIFICATE OF MAILING  
BY EXPRESS MAIL

I hereby certify that this communication is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" under 37 C.F.R. § 1.10 on the date indicated below and is addressed to The Commissioner For Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

*Willie Jiles*

Willie Jiles

Date: February 2, 2004

Exp. Mail Receipt No. EV 324628535 US

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. § 1.56, 1.97, and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. Copies of these references are enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that these references qualify as prior art or that these references are material to the patentability of the present application.

ATTORNEY DOCKET NUMBER  
062891.0407

PATENT  
09/579,002

Applicants believe that no fee is due. If this is not correct, the Commissioner is hereby authorized to charge any fees or credit any overpayments to Deposit Account No. 02-0384 of Baker & Botts, L.L.P.

Respectfully submitted,  
BAKER BOTTS L.L.P.  
Attorneys for Applicants



Brian W. Oaks  
Reg. No. 44,981

Date: February 2, 2004

Correspondence Address:  
2001 Ross Avenue, Suite 600  
Dallas, Texas 75201-2980  
(214) 953-6986

**05073**

Patent Trademark Office